

Julie Daniel

Professional Profile:

I have more than 25 years of experience with customer service. My strengths are ability to work in fast paced environments, clear and concise communications, detail oriented, strong problem solving skills, delegating, resolving customer problems and management experience. I have had additional training in the areas of relationships, Bridges Out of Poverty and nutrition.

Experience:

Coordinator, FYI Women's Network, New Carlisle, Ohio (April 2014-Present.)

Responsibilities include mentoring clients, preparing monthly reports, ensuring baby store is adequately stocked and maintained, supervise volunteers.

Mentor, FYI Women's Network, New Carlisle, Ohio (August 2013-April 2014.)

Started as mentor for Practicum Site to meet college requirements.

Responsibilities included mentoring clients, working in the baby store to maintain an organized environment.

Student, Clark State College (August 2009-May 2014.) Associates Degree in Social Work Technology.

BC Café, New Carlisle, Ohio (July 2007-April 2009.) Business purchased July 2009, previously Café Café (Employed August 2004-July 2009.)

Responsibilities in fast-paced coffee shop included opening business daily, preparing food, waitressing, managing inventories, and delegating responsibilities.

Elder-Beerman Corporation, Moraine, Ohio (November 1997-March 2004.)

Credit office supervisor in call center, servicing accounts for a 67 store multimillion dollar retail chain. Delegated workload, handled customer inquiries with a professional and timely manner. Authorized financial adjustments to customer's accounts, and supervised a customer service staff of 40. Elder-Beerman sold their Corporation Operations in 2003 to Bon-Ton. Elder-Beerman Corporation closed in March of 2004.

References: Available upon request.

